

First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
3/5/2018	3	2	2	1
3/6/2018	4	2	0	2
3/7/2018	2	2	0	0
3/8/2018	5	4	2	0
3/9/2019	3	3	3	0
3/10/2019	1	0	0	0
3/12/2018	4	2	2	2
3/13/2018	7	5	5	2
3/16/2018	4	4	4	0
3/19/2018	5	4	4	1
3/20/2018	3	1	1	2
3/21/2018	6	5	5	1
3/22/2018	4	2	2	2
3/23/2018	2	2	2	0
3/26/2018	4	4	4	0
Totals	57	42	36	13



Rate %
66.67%
50.00%
100.00%
80.00%
100.00%
0.00%
50.00%
71.43%
100.00%
80.00%
33.33%
83.33%
50.00%
100.00%
100.00%
73.68%



REYNOLDS 2213				
Stocking Status	Inventory Value		% of Inventory	Guide
INVESTMENT				
Normal or Active Stock	\$152,858		64.13%	over 70%
Automatic Phase Out	\$26,333		11.05%	Less than 30%
Dealer Phase Out	\$18		0%	Less than 1%
Manual Order	\$3,883		2%	Less than 3%
Non Stock Part \$'s	\$49,961		21%	Less than 5%
Non Stock Part #'s*	13464		85%	Greater than 70% of PN's
Core Clean	\$2,960		1%	PART # # PIECES
Core Dirty	\$2,350		1%	PART # # PIECES
Replace by hold RBH	\$0		0%	PART # NA # PIECES
				NA
Total Inventory	\$238,363		100%	

REYNOLDS

Activity	Value	% of inven	NADA Guide	Notes
Current	\$125,507	53.85%	75%	this is your current a
1-3 Months	\$49,709	21.33%	included	healthy parts invento
4-6 Months	\$26,081	11.19%	23%	
7-9 Months	\$21,180	9.09%	2%	65% Will likely become
10-12 Months	\$10,047	4.31%	included	85% Will likely become
13-24 Months	\$458	0.20%	0%	Technically Obsolete
25+ months	\$71	0.03%	0%	
TOTAL	\$233,053	100.00%		

GOOD
WARNING
DANGER
GREAT
Seldom used
OK....BUT..
OUCH !!!!!!!!!!!
YIKES

nd active ory			
	OBSO POSITION MATH DONE BELOW		
obso	.65 TIMES THE 7-9 MONTH VALUE	\$13,767	
obso	.85 TIMES THE 10-12 MONTH VALUE	\$8,540	
	PLUS THE 13-24 MONTH VALUE	\$458	
	PLUS THE 25+ VALUE EQUALS	\$71	
	OBSO AS A % OF TOTAL	\$ 22,835.95	9.80%

CDK Stocking Status		Inventory	% of Inventory	Guide
INVESTMENT		Value		
Normal or Active Stock			#DIV/0!	over 70%
Automatic Phase Out			#DIV/0!	Less than 35%
Dealer Phase Out			#DIV/0!	Less than 1%
Manual Order			#DIV/0!	Less than 3%
Non Stock Part \$'s			#DIV/0!	Less than 5%
Non Stock Part #'s*			MEMO	Greater than 70% of PN's
No Phase Out Not on ADP				NA
Repape by Hold Not on ADP				NA
Clean Core			#DIV/0!	p/n pieces
Dirty Core			#DIV/0!	
Total Inventory		\$0	#DIV/0!	

ADP				
Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months			#DIV/0!	ACTIVE INVENTORY at 75%
4-6 Months			#DIV/0!	ACTIVE INVENTORY at 23%
7-12 Months			#DIV/0!	75% will likely become Obso 2%
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is g
New parts no sales			#DIV/0!	Minimal Amount
Total Inventory	\$0		#DIV/0!	

COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK...BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
OBSO POSITION				
is guide	.75 TIMES	\$		0
uide	PLUS			0
	PLUS			0
	EQUALS		#DIV/0!	0

DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS
			%	0	PIECES	VALUE
ACTIVE PARTS: STOCKED			#DIV/0!			70%
ACTIVE PARTS: EXCESS STOC			#DIV/0!			LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!			LESS THAN 1 %
ACTIVE PARTS: TO PHASE OUT			#DIV/0!			LESS THAN 30%
TOTAL ACTIVE PARTS			#DIV/0!			
SUPERCEDED W/ON HAND			#DIV/0!			LOW DBL NUMBERS
INACTIVE W/ON HAND			#DIV/0!			LESS THAN 30-35%
TOTAL INV. TO SELL			#DIV/0!			
CORES ON HAND						LOW PIECE COUNTS
NEG-ON-HAND						LOW DBL NUMBERS
TOTAL OF INVENTORY						
PARTS ON OPEN R. O.'S						ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY						
NOT ON FACTORY MASTER						MINIMAL
PARTS WITH OUT COST						MINIMAL
INVENTORY AGING BY LAST SOLD						
			VALUE	%	ACUM %	INSTRUCTORS NOTE
NEVER SOLD				#DIV/0!	#DIV/0!	THIS IS TECHNICAL OI
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!	
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL OI
TEN MONTHS AGO				#DIV/0!	#DIV/0!	
NINE MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATUS! OUT IS SET AT 0 IN 6
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!	

SEVEN MONTHS AGO			#DIV/0!	#DIV/0!	
SIX MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACTIVE HEALT INVENTORY
FIVE MONTHS AGO			#DIV/0!	#DIV/0!	
FOUR MONTHS AGO			#DIV/0!	#DIV/0!	
THREE MONTHS AGO			#DIV/0!	#DIV/0!	
TWO MONTHS AGO			#DIV/0!	#DIV/0!	
ONE MONTH AGO			#DIV/0!	#DIV/0!	
CURRENT MONTH			#DIV/0!	#DIV/0!	
TOTAL INVENTORY			#DIV/0!		
CORES WITH ON HAND					CONFIRM DIRTY & CLEAN

CLASS	COLOR
	SCORING
	GOOD
	WARNING
	DANGER
	GREAT
	Seldom used
	OK....BUT..
	OUCH !!!
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BSO	
S IF YOUR PHASE	



UCS SCORECARD				
Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 35%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
No Match (Non Stock Part \$'s)				Less than 5%
Total Watch #'s (N/ Stock Part #'s)				Greater than 70% of PN's
Clean Core				
Dirty Core				Are controls in place?
Extra Lines				NA
Extra Lines				NA
Total Inventory	\$0			

UCS

Investment	NADA			
Activity	Value	% of inven	Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current a
3 to 6 Months		#DIV/0!	included	healthy parts invento
6-9 Months		#DIV/0!	23%	65% Will likely becom
9-12 Months		#DIV/0!	2%	85% Will likely becom
12 Months + Over		#DIV/0!	included	This is your Technical
		#DIV/0!		
		#DIV/0!		
TOTAL	\$0	#DIV/0!		

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK...BUT..
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\$0.00

#DIV/0!

Departmental Action Plan

Dealership

Academy Week

Class & I

Current Situation

As a parts department we were not answering phone calls 100% of the time. The phone was used often and customers were waiting an exuberant amount of time. I felt we were not serving existing customers, but also potential customers.

Overall Objective:

We wanted to be able to field the call in a timely manner, answer any question about inventory with requested parts to fill the order in a timely manner. We also wanted to have parts as they were requested by customers.

Proposed Timeline

the timeline will be the end of April. We will perform additional phone pops and the process is in place.

Action Plan

Describe necessary actions to reach desired result: First we will have the BD ensure there is a live body to answer the phone call. If all phones are active, the adequate number of parts personal to answer the calls. The key is not transferring a way to see if the phone line is in use, if it is, the call will not be transferred to the employee will answer the call and help the customer. If the part needs to be ordered, the customer to pay by phone to proceed with the order.

Requirements

Meeting with Dealer:

1. Action Proposed: A initial meeting was scheduled to talk about and brainstorm with the plan and only the logistics need to me worked out.

Meeting with stakeholder(s) (dealership personnel): Once a week doing phone hand we are asking to take payment over the phone.

2. Describe what is in place to support desired goal:
Training / Coaching / ± Consequences related to results / Pain & Gain- BDC accountable

Accountability: Monitoring progress:

Who: Parts counter, BDC members and Parts Manager

What: Making sure calls are answered and not on hold.

3. By When: 100% of the time by the end of April
How: By the BDC transferring the call 100% of the time to a live employee. Make the call is transferred.

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: I would call the dealership numerous times to make sure call in manner. Almost every day.

5. Estimated cost for implementation: \$0

Projected Date of Completion:

4/30/18

Sponsor Signature:

Scott Lane

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / by doing this properly we will provide less frustration the customer experiences by being transferred to a voicemail or being put on hold. Our customer satisfaction scores will increase. We will also eliminate obsolete parts by collecting pay

Student Name Jared Neufer

Student Number 333/24

The typical response of "parts hold" was being
e were not only losing business from our

s the customer may have and supply our
nted to start collecting payments on SOP

id follow-up on a weekly basis after the

C agents trained to look at the board and make
e parts manager will field the call. We have an
erring a live customer to a voicemail. We have
o that employee. Once the call is transferred,
be special ordered we will prompt the

n. There will be no additional cost associated

**PLEASE BE ADVISED
THIS ASSIGNMENT BY
IT'S SELF IS WORTH 100
POINTS.TAKE YOUR
TIME AND GET IT
CORRECT**

e pops and making sure if parts are not on

3, Parts counter and Managers holding people

making sure the phone is not being used before

calls were transferred and answered in a timely

ders

a high level of customer service and eliminate the
r sales will increase along with our net profit and our
ment up front for SOP items.